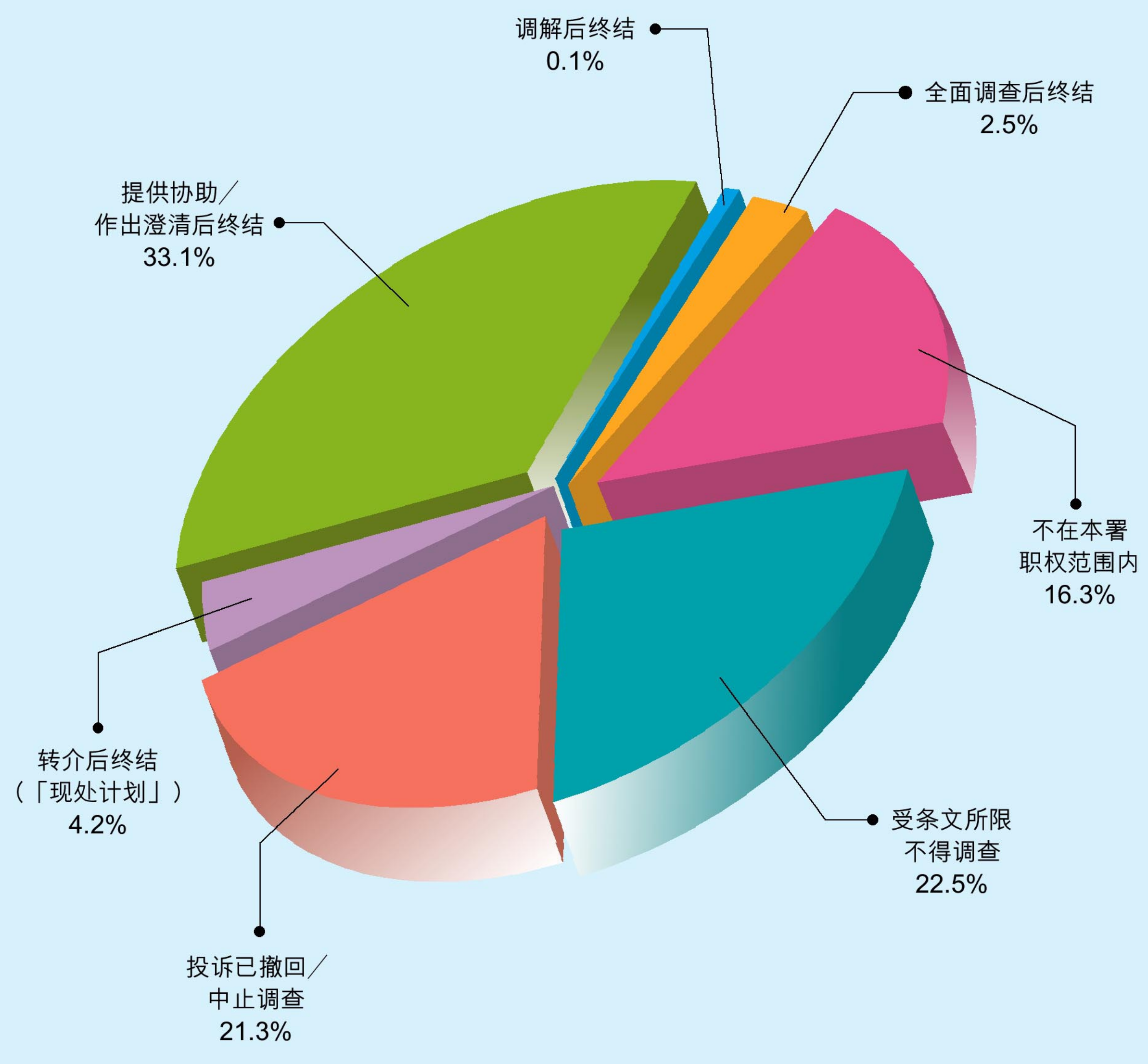表 7 已终结的投诉个案分类：5,023 宗